# Oracle 11i - Civilian Inbox versus Workflow Inbox

CHRMA, New 18 July 2003

Purpose: To provide an overview on the differences between the Civilian Inbox and the Workflow Inbox available on the Oracle 11i navigator menu. Both have the same function and either one can be used.

- The *Civilian Inbox* is the Oracle 11i equivalent of the Oracle 10.7 Inbox.
- The *Workflow Inbox* is new to Oracle 11i.
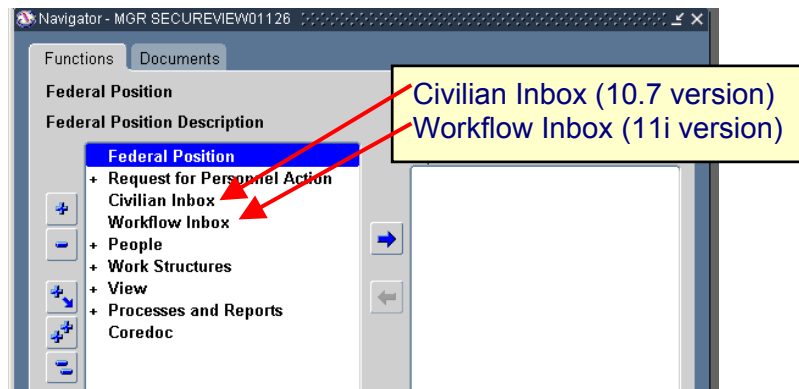
The two different Inboxes each have their own advantages (and disadvantages). Select the one that is best for you or suits the purpose of the work you intent to do.

The table below identifies the major differences between the Inboxes.

Civilian Inbox (10.7)	Workflow Inbox (11i)
Is the equivalent of the 'old' Inbox and already familiar to users.	New, unfamiliar look.
Provides more columns of information about items in the Inbox (e.g., pay plan-grade).	Has only limited information about items.
Overlays the navigator window when opened.	Opens in a separate browser window. Can remain open at all times even when other DCPDS tasks are performed.
Allows you to set up "views" with different selection and sorting criteria but the process is not user-friendly.	Provides an easier process for setting up different "views" with different selection and sorting criteria.
You can only: • Select one item at a time. • Route one action at a time.	You can: • Select more than one action at once. • Batch route actions (currently not working).
Can view and print open <u>or</u> closed actions.	Cannot view (or print) closed actions.

This table identifies essential changes of the Civilian Inbox and function key differences between the Inboxes.

Civilian Inbox (10.7)	Workflow Inbox (11i)
The <**Respond**> button (to display the RPA) is available from the Inbox screen.	Must "open" an action in order to access the <**Respond**> button to display the RPA.
RPAs auto-populate when opening the Inbox.	RPAs auto-populate when opening the Inbox and automatically drop from the Inbox list when routing RPAs using the Workflow Inbox.
Refreshing the Inbox: • Use function key Ctrl F11 to refresh the Inbox. This needs to be done whenever you route or close an RPA and to see if any new RPAs are received while you have the Inbox open. • When you create an RPA and save it to your Inbox, you need to select 'Find All' from the 'View' drop down in the Oracle main menu to refresh the Inbox.	Refreshing the Inbox: You must click the 'GO' button available within your Inbox to refresh the Inbox. This needs to be done to see any new RPAs received while you have the Inbox open. Note: RPAs that you route using your Workflow Inbox will automatically drop from the Workflow Inbox list.
Change Sorting: • Resorting the data within a column field is currently not available. • Resorting columns within the Inbox remained unchanged and can be done using the folder tools.	Change Sorting: • Resorting the data within a column field can be done by simply clicking in the column subject line. • Resorting columns within the inbox is done using the 'Personalize' button available in the Inbox.
Comment Field: You cannot enter remarks in the comment field in the 'Notification Summary' window. That is the window that opens when you open the Inbox and displays RPAs. To add comments, you need to click on the 'Open' button to activate the 'Notifications' window and then you can enter comments in the comment field.	Comment Field: A comment field is not provided in this Inbox.
Exporting Inbox Data: Remains unchanged.	Exporting Inbox Data: Function not available.